FINAL COMMUNITY RELATIONS PLAN NAS WHITING FIELD FL
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E C JORDAN ENGINEERS

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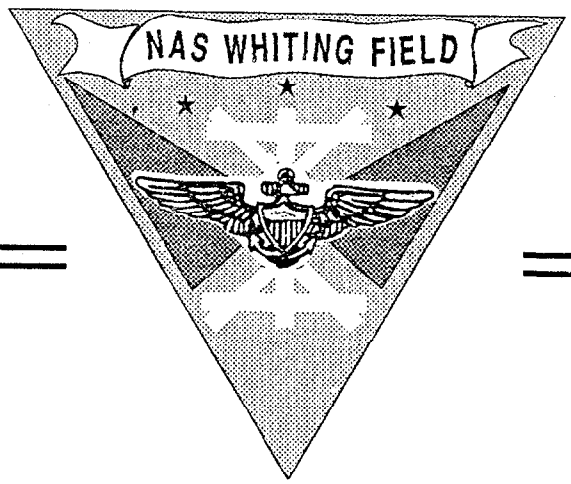
COMMUNITY RELATIONS PLAN

NAS WHITING FIELD
MILTON, FLORIDA



OCTOBER 1990

For additional information or to discuss or comment on this plan, please write or call:

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NAS Whiting Field
Milton, Florida 32570-5000
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COMMUNITY RELATIONS PLAN

NAS WHITING FIELD
MILTON, FLORIDA

PREPARED FOR

SOUTHERN DIVISION
NAVAL FACILITIES ENGINEERING COMMAND
CHARLESTON, SOUTH CAROLINA 29411-0068

CONTRACT NO. N62467-88-C-0382

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OCTOBER 1990

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1.0 OVERVIEW OF COMMUNITY RELATIONS PLAN

A Community Relations Plan (CRP) has been created to address the needs of the public who are interested in and/or impacted by the present and planned remediation of former waste disposal areas at Naval Air Station (NAS), Whiting Field, Milton, Florida. The remediation process at NAS Whiting Field will be conducted by Southern Division - Naval Facilities Engineering Command (SOUTHNAVFACENGCOM) in support of the Navy's Installation Restoration (IR) Program.

This site-specific CRP was designed to ensure that: the residents and community officials of Milton and Santa Rosa County, Florida, have access to information about site conditions and actions; and that the proper mechanisms are in place to provide interested community members opportunities to become involved in the remediation decision-making process. The plan is divided into the following sections:

- Site Description,
- Community Background,
- Community Relations Resources and Contacts,
- Community Relations Activities and Schedule, and
- Appendices A, B, C, and D list interested parties and key contacts, suggested meeting locations, location of information repositories, and sample interview questionnaire.

The CRP is intended to guide community relations activities through the upcoming period of Remedial Investigation (RI) and Feasibility Study (FS). Revisions to the CRP can be made at any time during site remediation to reflect changes in the interests and concerns of the community.

NAS Whiting Field will conduct all RI/FS activities in a manner that is consistent with requirements of the Comprehensive Environmental Regulation Liability Act (CERCLA), amended by the Superfund Amendments and Reauthorization Act (SARA), and regulated/enforced by the U.S. Environmental Protection Agency (EPA). The CRP includes both the activities prescribed by EPA (USEPA), 1988), and supplemental activities designed to address the unique needs of the Santa Rosa County community.

2.0 SITE DESCRIPTION

2.1 LOCATION. NAS Whiting Field is located in Milton, Florida in the Northwest Coastal section of the Florida panhandle, 27 miles northeast of Pensacola (Figure 2-1). The city of Milton, located on the Blackwater River at the head of Blackwater Bay, is the county seat of Santa Rosa County (population 66,221) and the largest municipality in the county. Forest land comprises 76 percent of the total county land area, including the 183,000-acre Blackwater River State Forest.

2.2 FACILITY

2.2.1 Mission In terms of total flight operations (2,205,994 take-offs, landings, and approaches) per year, NAS Whiting Field is the world's busiest naval air station. It has served as an aviation training facility since it was commissioned a Naval Air Auxiliary Station in July 1943. Milestones in NAS Whiting Field history are presented in Section 2.2.3. The current mission is to train student naval aviators in the primary and intermediate phases of fixed-wing aircraft operation and in the basic and advanced phases of helicopter operation. NAS Whiting Field is home to Training Air Wing Five (TRAWING5) and its five Training Squadrons, including: fixed-wing squadrons TWO (VT-2), THREE (VT-3), and SIX (VT-6); and helicopter squadrons EIGHT (HT-8) and EIGHTEEN (HT-18). Six hundred naval aviators earn their wings at NAS Whiting Field each year. The base employs more than 2,500 military members, 400 navy civilians, and 700 contract workers.

2.2.2 Physical Plant NAS Whiting Field is located on a 3,490-acre tract of land with easement rights to an additional 457 acres. The facility is composed of two separate air fields: North Field is used as a fixed-wing training base; South Field is used as a helicopter training base. Between the two air fields are station support facilities (Figure 2-2). In addition to this main complex, there are also 15 outlying landing fields (OLF) in a five-county region.

In addition to the principal tenant command, TRAWING FIVE, other groups stationed at Whiting Field are the Naval Air Maintenance Training Group Detachment (NAMTRAGRUDET) and the Naval Oceanography Command Detachment (NAVOCEANCOMDET). NAMTRAGRUDET teaches systems familiarization to prospective Naval aviators and provides instruction on aircraft maintenance and corrosion control. NAVOCEANCOMDET provides meteorological and oceanographic series to the Air Station. A Seabee division is assigned to the Air Station to provide maintenance on the runways and provide self-help projects throughout the station.

Most of the other support activities at NAS Whiting Field are provided by private contractors who furnish services such as: administration, maintenance support, and spare parts for aircraft and helicopters; instruction in flight simulation, radio instruments, and navigation; and public works functions (NEESA, 1985).

Lands adjacent to NAS Whiting Field consist primarily of agricultural lands to the northwest, residential and forested areas to the south and southwest, and forested lands around the remaining borders. Within a 10-mile radius of NAS Whiting Field there are two other significant land occupations: Eglin Air Force Base (100 square miles) and Blackwater River State Forest (183,000 acres).

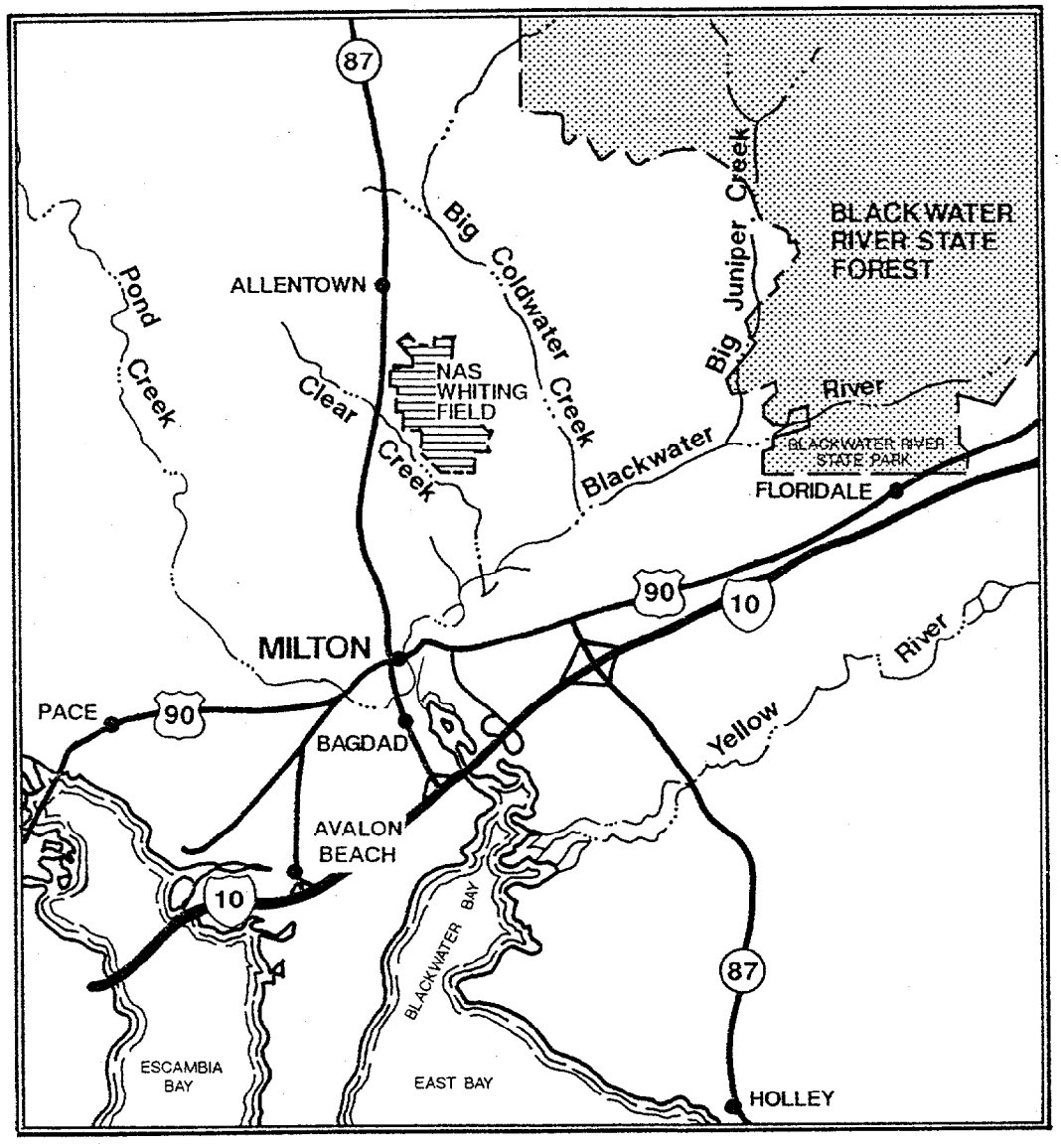
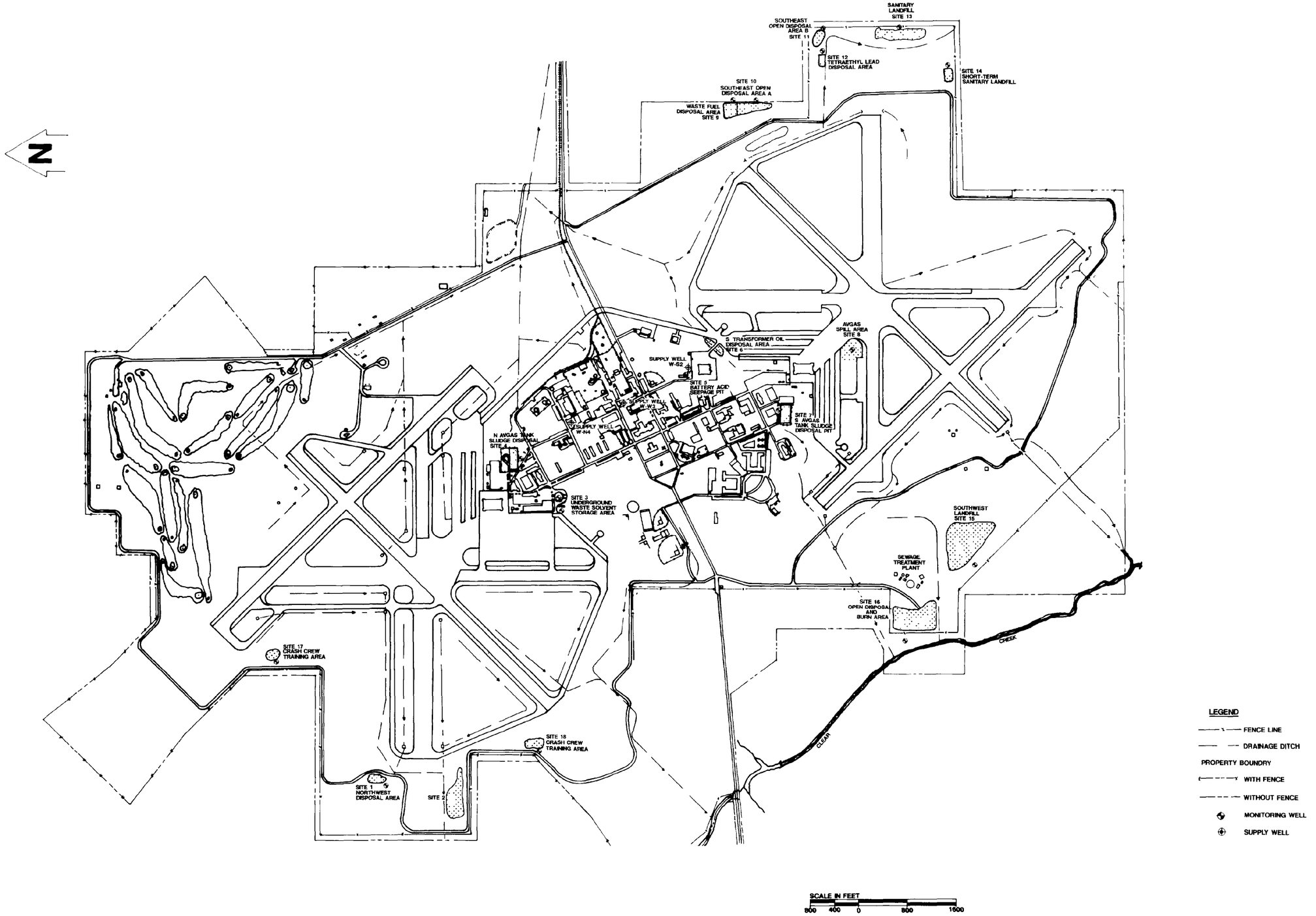


FIGURE 2-1
FACILITY LOCATION MAP

NAS WHITING FIELD

COMMUNITY RELEATIONS PLAN
NAS WHITING FIELD
MILTON, FLORIDA



No	REFERENCE DRAWINGS	FIELD BOOK No	REV.	DATE	STATUS	MF	BY	CHKD	APPD
1	NAVAL AIR STATION, WHITING FIELD, MILTON, FLORIDA, KEY MAP, GENERAL DEVELOPMENT MAP. NAVFAC DRAWING NO. 5054569, 15 JANUARY 1978.	SURVEY BY / DATE; SURVEY FILE NO							

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ENGINEERS & SCIENTISTS

CLIENT: SOUTHERN DIVISION NAVFACENGCOM

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SCALE	1 INCH TO 800 FEET

TITLE: **SITE LOCATIONS**
NAS WHITING FIELD
MILTON, FLORIDA

PROJ NO 5898-01 REV
DWG NO 2-2

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2.2.3 History of Use NAS Whiting Field was commissioned as a Naval Auxiliary Air Station on July 16, 1943. Throughout the remainder of World War II, Whiting Field's mission was to provide primary training to Naval aviators for the fleet and has remained the same in the 46 years since its inception.

In July of 1945, a prisoner-of-war (POW) camp for German soldiers was established at Whiting Field. The 250 German POWS were used to furnish manual labor details for construction and soil erosion projects at Whiting Field, and were held at Whiting Field until the war ended.

After World War II, Whiting Field was elevated to a NAS. For a short time after the war, medium and heavy bombers were stationed at the NAS. In 1948, it was converted back to auxiliary status, but this was short-lived and it was later reinstituted as NAS Whiting Field. NAS Whiting Field continued to be used extensively for basic Naval aviation training, becoming the backbone of the Navy's flight training program. During 1949 and 1950, the Navy's precision flying team, the Blue Angels, was stationed at Whiting Field. The Navy's first jet training unit was also commissioned at Whiting Field.

During the mid-1950s, NAS Whiting Field began using the T-28 "Trojan." By 1957, the fighter attack syllabus of flight training was phased into the program. In 1960, Training Squadrons Two (VT-2) and Three (VT-3) were commissioned at NAS Whiting Field. Training Squadron Six (VT-6) was transferred to Whiting Field in 1971.

In January of 1972, a major reorganization of the Naval Air Training Command occurred, and NAS Whiting Field became the home of TRAWING FIVE. In 1974, helicopter training squadrons EIGHT and EIGHTEEN were transferred to Whiting.

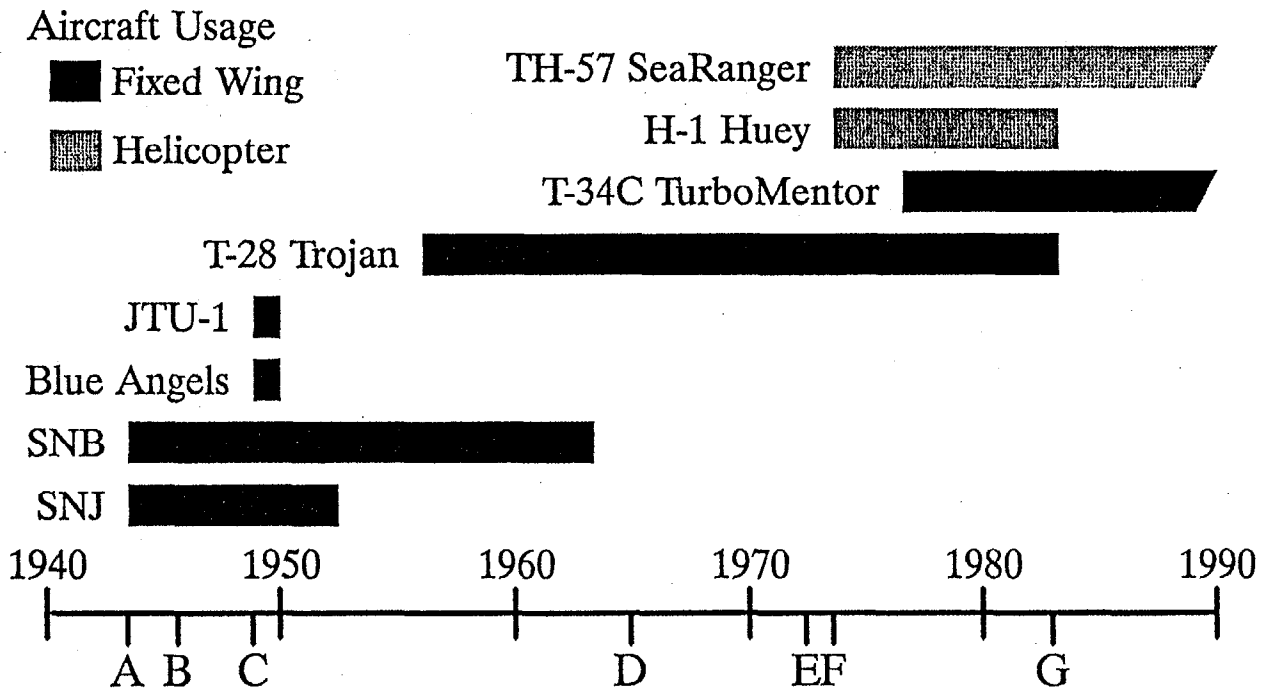
Academic and simulated-flight-trainer instructions are also now provided at NAS Whiting Field. Beginning in 1977, Whiting Field began its transition to the T-34C "Turbomentor" as the primary fixed-wing trainer. This led to the total phasing-out of the T-28 as of the spring of 1983.

Figure 2-3 presents milestones in the history of NAS Whiting Field and the succession of training aircraft used.

2.3 ENVIRONMENTAL SETTING. NAS Whiting Field is located in Florida's Northwest coastal area on a well-drained, southward sloping plateau with low-lying receiving waters to the west, south, and east. There is a greater than 100-foot drop in elevation between the plateau and the receiving waters that has contributed to severe surface erosion problems. NAS Whiting Field is comprised of paved runway and road surfaces immediately surrounded by open grassy fields. Stands of pine have been planted for landscaping purposes. Surface drainage is directed off-site through an extensive series of concrete and/or grass-lined ditches that extend radially outward.

Most of the original plant community (Sandhill plant association) in the immediate area of NAS Whiting Field has been entirely replaced or altered by air field operations. Nevertheless, there are several species of plants and animals listed as endangered, threatened, or rare, that may be present in the vicinity (NEESA, 1985).

History of NAS Whiting Field



A- Naval Auxiliary Air Station (NAAS) Whiting Field established. B- Detachment THREE, POW Camp for German soldiers established.

C- NAS Whiting Field recognized as backbone of Navy's flight training program. D- $10 million in construction expenditures.

E- Home to Training Air Wing FIVE. F- Helicopter training added. G- Went "all jet."

FIGURE 2-3

HISTORY OF NAS WHITING FIELD, AIRCRAFT USAGE AND MILESTONES

COMMUNITY RELATIONS PLAN

NAS WHITING FIELD
MILTON, FLORIDA

2.3.1 Geology Geologically, NAS Whiting Field is located in the coastal Plain Province, which consists primarily of unconsolidated sands, silts, limestones, and clays of Cretaceous to recent age. All of the geologic formations above the early Cretaceous deposits slope to the southwest. The soils are generally sandy with a loamy subsoil and belong to the Troup-Dothan-Bonifay soil unit. They are characterized as gently sloping to strongly sloping, well-drained soils. A generalized sequence of the geology encountered during area well installation is presented in Figure 2-4.

2.3.2 Hydrology The elevation of NAS Whiting Field is approximately 150 to 190 feet above sea level. Storm sewers and surface drainage ditches keep the air fields drained. The drainage ditches eventually discharge to nearby Clear Creek to the south and west, and to Big Coldwater Creek to the north and east. Surface erosion is a concern because of the 100-foot drop in elevation between NAS Whiting Field and the receiving creeks.

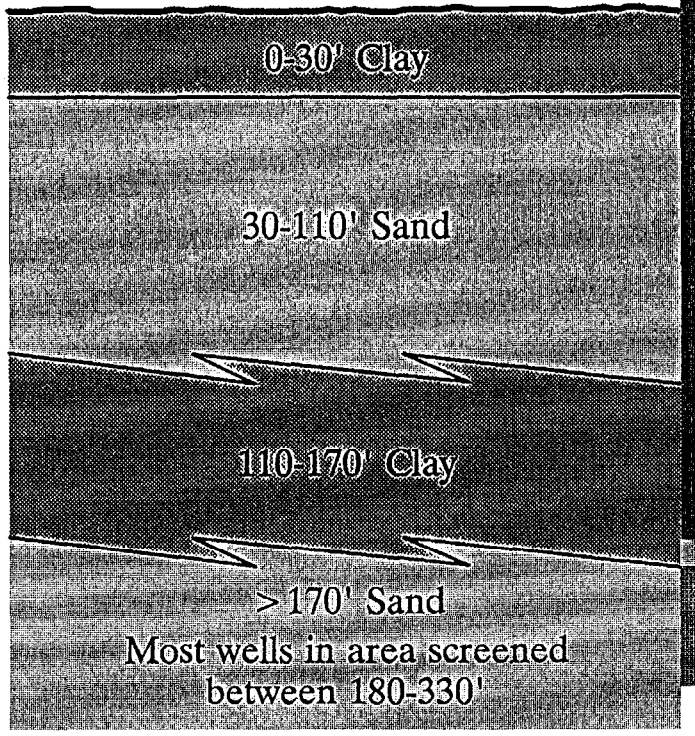
Both Clear Creek and Big Coldwater Creek drain south to the Blackwater River. The two creeks are classified by the Florida Department of Environmental Regulation (DER) as Class II Waters: Recreation and Propagation and Management of Fish and Wildlife. Blackwater River is classified as an Outstanding Florida Water and is afforded the highest protection by the State. Outstanding waters are considered to be of exceptional recreational and ecological significance.

The three major groundwater aquifers within the region are: the surficial sand and gravel aquifer from which virtually all groundwater in the county is drawn, including three water-supply wells at NAS Whiting Field; the Upper Floridan limestone aquifer; and the lower Floridan limestone aquifer. Water in the sand-and-gravel aquifer is characteristically low in hardness, low in mineral content, and slightly acidic due to the presence of dissolved carbon dioxide. Numerous lenses and layers of clay and gravel occur throughout the aquifer, causing perched water table conditions in some areas. The surficial sand-and-gravel aquifer is separated from the upper Floridan aquifer by the relatively impermeable Pensacola clay, which could potentially keep pollutants from migrating down into the lower two aquifers.

2.4 HAZARDOUS WASTE INVESTIGATIONS. Whiting Field, due to the very nature of its primary mission, had long been engaged in a wide variety of operations; many of which involved the use, handling, storage, and disposal of hazardous materials. Some of the acceptable methods formerly used to dispose of waste materials have since been found not to be environmentally sound: this was true of wastes disposed of by the general public, industry, and federal government alike. Current improvements in technology and today's more complete understanding of the long-term effects of these materials has prompted the investigation of sites where the potential for environmental contamination exists as a result of former waste management and/or disposal. Today, a significant body of legislation called the Resource Conservation and Recovery Act (RCRA) is in place to ensure that environmentally sound procedures are followed during current operations that handle or dispose of waste materials.

In 1975, the Department of Defense initiated programs at their facilities to address the environmental effects of former waste management practices. The programs were organized as the Defense Environmental Restoration Program (DERP)

NAS Whiting Field
Generalized Geologic Sequence



Typical Monitoring Well Installation

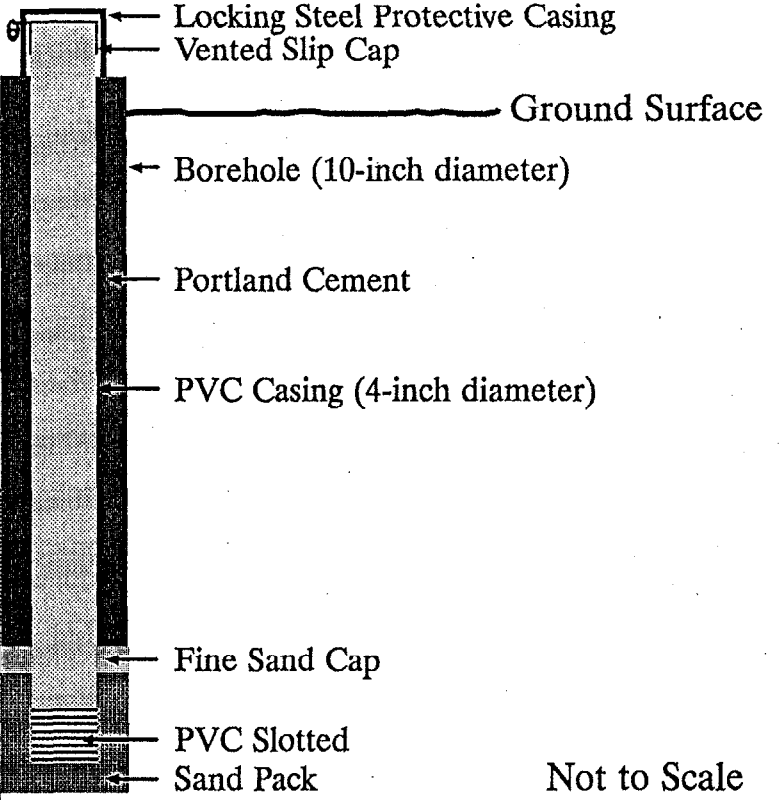


FIGURE 2-4

GENERALIZED GEOLOGIC SEQUENCE / TYPICAL MONITORING WELL INSTALLATION

COMMUNITY RELATIONS PLAN

NAS WHITING FIELD
MILTON, FLORIDA

in 1980. At the same time, under the direction of Congress, the EPA, developed the CERCLA legislation to investigate former waste management practices used at privately owned (primarily industrial) sites.

In 1986, CERCLA was revised through SARA, which required that all remedial programs, such as DERP being conducted at Federal facilities, follow EPA's CERLCA guidelines. Some of the significant SARA implications for federal facilities were: all state and federal environmental regulations must be met; a phased remedial approach, as prescribed by the EPA, must be followed; and public input must be solicited.

2.4.1 Navy Programs The Navy Assessment and Control of Installation Pollutant (NACIP) program focuses attention on past practices associated with hazardous substances storage, use, and disposal on Navy property. The Navy implements the guidelines by means of the Installation Restoration (IR) Program. The Southern Division, Naval Facilities Engineering Command manages the program on behalf of the Navy's tenant commands such as TRAWING FIVE at NAS Whiting Field.

2.4.2 Previous Investigations at NAS Whiting Field Prior to the enactment of SARA in 1986, the Navy's IR program followed a three-phased approach under which two previously completed NAS Whiting Field investigations were conducted. The results of these two studies, the Initial Assessment Study (IAS) and Verification (Confirmation) Study, are discussed in Sections 2.4.2.1 and 2.4.2.2, respectively. Since SARA, investigations at Navy facilities have followed the EPA's phased remedial approach and terminology. Accordingly, the upcoming phase of investigation to be initiated at NAS Whiting Field is called the Remedial Investigation/Feasibility Study (RI/FS). The intent and goals of the RI/FS are discussed in Section 2.4.3.

2.4.2.1 Initial Assessment Study IAS was conducted by the Naval Energy and Environmental Support Activity (NEESA, 1985). The IAS summarized significant findings concerning the physical setting, geology, hydrogeology, and biology at NAS Whiting Field, as well as evidence of past contamination that may represent a threat to human health or a potential impact to the environment. Information was generated from an extensive review of available data, the results of an on-site survey, and interviews with current and retired key employees, military personnel, and contractors. Conclusions were made as to whether a past disposal area warranted further action. Sixteen sites were identified during the IAS at NAS Whiting Field.

Two crash crew training areas were added as sites 17 and 18 prior to initiation of the Verification Study. Table 2-1 presents a summary of disposal and spill sites at NAS Whiting Field. In general, there were three primary mechanisms by which waste products were introduced to the environment.

- Storage - tanks and associated piping containing product or waste liquids that may have leaked.
- Use/Reuse - fueling and defueling operations may have produced spills. Crash crew training activities burned waste liquids in unlined pits.

TABLE 2-1

SUMMARY OF DISPOSAL AND SPILL SITES
AT NAS WHITING FIELD

SITE NO.	SITE NAME	LOCATION	PERIOD OF OPERATION	TYPES OF MATERIAL DISPOSED	COMMENTS
1	Northwest Disposal Area	North Field, West Side	1943-1965	Refuse, waste paints, thinners, solvents, waste oils, hydraulic fluids	Secondary disposal area during this period; site covers 5 acres
2	Northwest Open Disposal Area	North Field, West Side	1976-1984	Construction and demolition debris, tires, furniture	Former borrow pit location, commonly referred to as the "Wood Dump"
3	Underground Waste Solvent Storage Area	North Field, South of Building 2941	1980-1984	Waste solvents, paint stripping residue	Wastes generated by paint stripping operations
4	North AVGAS Tank Sludge Disposal Area	North Field, North of Tow Lane	1943-1968	Tank bottom sludge containing tetraethyl lead	Sludge disposal in shallow holes near tanks
5	Battery Acid Seepage Pit	South Field, near Building 1478	1964-1984	Waste electrolyte solution containing heavy metal	Pits located 110 feet from potable supply well (W-S2)
6	South Transformer Oil Disposal Area	South Field, Building 1478	1940s-1964	PCB-contaminated dielectric fluid	Disposal in "0-2" drainage ditch
7	South AVGAS Tank Sludge Disposal Area	South Field, West of Building 1406	1943-1968	Tank bottom sludge containing tetraethyl area	Sludge disposed in shallow holes near tanks
8	AVGAS Fuel Spill Area	South Field, South of Building 1406	Summer 1972	AVGAS containing tetraethyl lead	Fuel spill of about 25,000 gallons on an area of about 2 acres

TABLE 2-1 (Cont.)

SUMMARY OF DISPOSAL AND SPILL SITES
AT NAS WHITING FIELD

SITE NO.	SITE NAME	LOCATION	PERIOD OF OPERATION	TYPES OF MATERIAL DISPOSED	COMMENTS
9	Waste Fuel Disposal Pit	South Field, East Side	1950s-1960s	Waste AVGAS containing tetraethyl lead	Fuel disposed in former borrow pit
10	Southeast Open Disposal Area (A)	South Field, Southeast Area	1965-1973	Construction and demolition debris, waste solvents, paint, oils, hydraulic fluid, PCBs, pesticides, herbicides	Secondary disposal area during this period; site covers about 4 acres
11	Southeast Open Disposal Area (B)	South Field, Southeast Area	1943-1970	Construction and demolition debris, waste solvents, paint, oils, hydraulic fluid, PCBs	Secondary disposal area during this period; site covers about 3 acres
12	Tetraethyl Lead Disposal Area	South Field, Southeast Area	May 1, 1968	Tank bottom sludge and fuel filters contaminated with tetraethyl lead	Disposal area posted with date warning, site consists of two earth covered mounds, 25 ft. x 25 ft. area
13	Sanitary Landfill	South Field, Southeast Area	1979-1984	Refuse, waste solvent, paint, hydraulic fluids	Primary sanitary landfill, potentially received hazardous wastes the first year of operation
14	Short-Term Sanitary Landfill	South Field, Southeast Area	1978-1979	Refuse, waste solvent, oils paint, hydraulic fluids	Primary sanitary landfill for brief period; relocated due to drainage problems
15	Southwest Landfill	South Field, Southwest Area	1965-1979	Refuse, waste paint, oils, solvents, thinners, asbestos, hydraulic fluid	Primary landfill for this time period; covers about 15 acres

TABLE 2-1 (Cont.)

SUMMARY OF DISPOSAL AND SPILL SITES
AT NAS WHITING FIELD

SITE NO.	SITE NAME	LOCATION	PERIOD OF OPERATION	TYPES OF MATERIAL DISPOSED	COMMENTS
16	Open Disposal and Burn Area	South Field, Southwest Area	1943-1965	Refuse, waste paint, oils, solvents, thinners, PCBs, hydraulic fluid	Primary disposal area for this time period; covers about 10 acres
17	Crash Crew Training Area	North Field, East Side	1941-present	JP-4	JP-4 fuel ignited, then extinguished
18	Crash Crew Training Area	North Field, East Side	1941-present	JP-4	JP-4 fuel ignited, then extinguished

- Disposal - landfills, pits, and ditches were used to dispose of waste liquids, refuse, and debris. Sludges and fuel filters were buried.

2.4.2.2 **Verification Study/Groundwater** A Verification Study was performed by Geraghty and Miller (1986) to assess the presence or absence of potential contaminants in the soil, groundwater, and/or surface water at each of the sites that were recommended for further study in the IAS. During the Verification Study, the primary consideration used for site evaluation was risk to human health and the environment. Field work was performed in May and June 1986 and included the installation of 16 monitoring wells and the collection of surface water, groundwater, and soil samples for chemical analysis. A schematic diagram of a typical monitoring well is shown in Figure 2-4. Sampling results revealed that two out of three base water supply wells were contaminated and that groundwater contamination existed in four of the 16 monitoring wells. The contaminated water supply wells were shut down; one well has since been reactivated with the addition of a granular activated charcoal (GAC) filter.

2.4.3 Current Investigations - Remedial Investigation/Feasibility Study The Verification Study included recommendations for additional site sampling and analysis. These suggested sampling regimes will be implemented during the Remedial Investigation/Feasibility Study (RI/FS) process.

Remedial Investigation (RI) Tasks include:

- installing observation wells and piezometers to determine hydraulic characteristics of the groundwater,
- installing monitoring wells downgradient of known areas of groundwater contamination,
- performing cone penetration tests and pump tests,
- sampling soil in suspected source areas,
- sampling surface water and sediment in Clear and Big Coldwater Creeks,
- performing ecological surveys of upland habitats,
- performing Human Health and Environmental Surveys, and
- studying water-supply well source area.

After sampling and analysis is completed, a Feasibility Study (FS) will be conducted to determine which remedial solution is best suited for each site. Subsequent remedial phases will develop plans to implement the chosen remedies and then implement the remedy during the remedial action phase.

3.0 COMMUNITY BACKGROUND

3.1 POLITICAL STRUCTURE. The part of Santa Rosa County in which the city of Milton and NAS Whiting Field are located is largely rural in character. Milton is also the county seat, which adds to the strong leadership role played by Santa Rosa County government. Many of those interviewed, both in and out of county government, were quick to point out the differences between rural Santa Rosa County and the coastal community of Gulf Breeze which is seen as more affluent, better educated, and populated by newcomers whose views are not necessarily representative of the majority of Santa Rosa County citizens.

There is a strong expectation among county residents that their opinions will be heard and needs will be met by those they have elected to federal, state, and county positions. Citizens are not hesitant to approach officials directly and talk things over one-on-one. The Chamber of Commerce is also a county-wide organization that plays a strong leadership role and is seen as a credible information source. Overall, Santa Rosa County citizens are very active, involved, and pro-community. Much of the social activity in the area revolves around the meetings and functions associated with the numerous civic and interest group organizations.

3.2 ECONOMIC STRUCTURE. The population of Santa Rosa County grew by 50 percent in the decade between 1970 and 1980. Current county population is close to 66,000. Milton, the largest county municipality, has a population of 7,200. The population growth in the county can be attributed to the rising popularity of living in coastal areas, the increase in nontraditional manufacturing industries, and tourism.

The six major industries are listed below, in order of largest to smallest.

- Agriculture - the warm, moist climate affords area farmers three growing seasons annually; crops of cotton, soy bean, and peanuts predominate.

- The U.S. Navy - employs 3,800 military and civilian personnel earning payrolls exceeding $57 million annually.

- Manufacturing - "big industry" is represented by two substantial chemical manufacturers (Air Products and Chemicals, Inc., and American Cyanamid Co.) and two textile mills (Vanity Fair and Russell Sportswear).

- Forestry - is the oldest area industry, and remains active today on managed woodlots of softwoods (primarily pine) and hardwoods.

- Oil - was discovered in the northwest corner of the county in 1970, the Exxon Company's wells near Jay are among the largest and best in their explorations.

- Tourism - much of the local tourism industry is linked to the environment provided by three unspoiled creek/river systems with outstanding scenic qualities. Milton was named the "Canoe Capital of Florida" in recognition of the 100,000 canoeists who annually ply the county's waters. Numerous other outdoor recreation activities, including fishing, boating, water

sports, hunting, and the Blackwater State Forest/Park, make Santa Rosa County a popular destination (Santa Rosa County Chamber of Commerce, 1989).

3.3 INTERVIEWS. Community interviews were conducted by representatives of NAS Whiting Field and E.C. Jordan, to identify attitudes and concerns of local residents with respect to NAS Whiting Field and specifically, the ongoing environmental investigations. Interviews with 28 business leaders, municipal and county officials, and neighboring residents were conducted on May 15, 16, and 17. A questionnaire was used and generally followed for each interview. A sample of the questionnaire is included as Appendix D.

The community interview program is the most important source of information to a site-specific CRP. Emphasis was placed on determining the general regard for the facility and its administration, history of military-community interaction, concerns and interests relative to the RI/FS process, and determining the most appropriate methods for and frequency of information dissemination.

3.3.1 Civilian Attitude Toward NAS Whiting Field Those interviewed characterized the interaction between NAS Whiting Field and the Milton/Santa Rosa County community as "excellent," "superb," and at the low end, "good." The Whiting Field administration is felt to be accessible and accountable, and, therefore, there is a high level of confidence in their ability to do whatever is needed to rectify the environmental situation.

There is a strong Navy presence in Santa Rosa County. A high percentage of residents either are Navy veterans or are related to Navy veterans. Many have friends or relatives who do now, or have in the past, worked on-base as a civilian. Because of the close interaction, many residents have friends at NAS Whiting Field and have a personal basis for placing trust in the Navy's ability to "do what is right."

3.3.2 Key Community Concerns Most of those interviewed did not feel the word "concern" was appropriate to express their opinions relative to the need for an environmental clean-up at NAS Whiting Field. Rather, they expressed their opinions as "interests," which were: interest in the situation being addressed; interest that groundwater impact be minimized; and interest that contaminants be cleaned up and not just moved to another location where they could cause problems later. It was frequently discussed that there is always a full range of opinion on every issue before the community and they did not expect the NAS Whiting Field environmental remediation to be any different.

There is a high degree of environmental sensitivity in the area. A distinction was drawn between those who would have specific personal environmental concerns and those who fit the label "environmentalist." Personal environmental concerns were the potential for negative economic impact on tourism, commercial fisheries in the bay, real estate values (especially for those with land on an impacted water body), and negative impact on the quality of the outdoor recreation experience (fishing and boating). The number of environmentalists in the area is seen to be growing due to a heightened general awareness that we are "residing on a fragile planet" and was often linked to younger people; especially those

enrolled in environmental studies at the Milton campus of Pensacola Junior College.

3.3.3 Information Needs Residents did not see the need for regular, RI/FS project-specific information dissemination. Many people thought they would receive sufficient information firsthand during the frequent occasions where there is military-community interaction. The local media, especially print, is relied upon to pick up on issues of community concern. Community officials were interested in continuing to receive letter updates on the project from the Commanding Officer. The County Health Department expressed that they often function as a clearinghouse for local environmental information and should receive frequent updates. Otherwise, many officials and citizens describe the community as more interested in hearing about solutions rather than hearing about problems. Information dissemination should be updated on an "as-needed" basis to report progress, or should be geared toward important discoveries or events. Representatives of community organizations indicated that, if it would help, they would run portions of fact sheets or updates in their regular newsletters.

In summary, the mechanisms necessary to address community information needs seem to be in place and functioning well.

4.0 COMMUNITY RELATIONS RESOURCES AND CONTACTS

4.1 TECHNICAL REVIEW COMMITTEE. A Technical Review Committee (TRC) has been formed to involve the Santa Rosa County community and state and federal environmental regulatory agencies in the remedial activities underway at NAS Whiting Field. The initial TRC meeting was held on April 5, 1989; subsequent meetings are anticipated to occur quarterly, or as needed to review and provide comments on reports and activities that are proposed by the Navy.

Committee representation includes: the Commanding Officer and Environmental Engineer from NAS Whiting Field; the engineer-in-charge from the Navy's Southern Division Naval Facilities Engineering Command; two community representatives from Santa Rosa County; a representative from Florida's Department of Environmental Regulation; and a representative from the U.S. Environmental Protection Agency. Following each meeting, a press release will be issued. If the NAS Whiting Field point of contact (Section 4.6) receives numerous public inquiries relative to topics summarized in the press release, a fact sheet will be developed and distributed to those persons making inquiries in addition to the project's interested parties and key contacts mailing list (Appendix A).

4.2 COUNTY GOVERNMENT. As mentioned previously in Section 3.1, county government is the driving political force in the area. The County Commission is represented in the membership of the Technical Review Committee. Whenever possible, significant project events should be communicated to the County Commissioner's office and the County Health Department prior to notification of the general public.

4.3 CHAMBER OF COMMERCE. The Santa Rosa County Chamber of Commerce has a strong (500 members), diverse membership from area businesses. The group plays an active role in intra-county communication, community service, and area growth and development. Their newsletter was suggested as an excellent vehicle through which to inform the community of the NAS Whiting Field RI/FS. The Chamber's Military Affairs Committee, which has civilian and military representation, meets on a regular basis and periodically conducts joint projects. The Committee is tasked with keeping an open dialogue between NAS Whiting Field and the civilian community to assure a continuation of the excellent relationship between the two entities. The Rooster Coffee Club conducts monthly meetings to present programs of current interest to the public and Chamber membership. Meeting attendance averages more than 100 per meeting. The Club also fosters community/military relations by awarding letters of appreciation to "Sailors of the Quarter" from NAS Whiting Field. Rooster Club meetings would create an optimal situation for presentation of a program relating to the NAS Whiting Field RI/FS (Santa Rosa County Chamber of Commerce, 1989).

4.4 ASSOCIATIONS AND INTEREST GROUPS. As discussed in Section 3.0, Santa Rosa County has numerous active groups and associations. Their regular meetings would provide a forum for information dissemination and exchange, and their newsletters would provide a method to transmit project updates to large numbers of county residents. Suggested contacts include: The Keep Milton Beautiful System, Santa Rosa Historical Society, and County Board of Realtors.

4.5 MEDIA. In Santa Rosa County, print media is the most important source of communication, followed by television and radio. The newspaper with the most local coverage is the *Santa Rosa Press Gazette*, followed by the *Pensacola News Journal*. An advertisement weekly, the *Santa Rosa Free Press*, is published by the same organization as the *Press Gazette* and generally duplicates *Press Gazette* news coverage. *The Whiting Tower* is published weekly by NAS Whiting Field. Its readership includes on-base military and civilian personnel, plus the circulation it receives when taken off-site by regular readers and the coverage received when news items are picked up by other media sources.

Channel 3, WEAR, in Pensacola is the television station that features the most Milton coverage. Reporters from Channel 3 have had an on-base RI/FS briefing and featured a short interview with an NAS Whiting Field Public Affairs Officer that summarized the status of environmental investigations.

Local radio coverage is through WCKC, AM 1490; WEBY, 1330 AM; and WXBM, FM 102.

4.6 POINT OF CONTACT. A point of contact has been named to address public inquiries and concerns and coordinate all media interaction regarding the RI/FS. In some cases, the contact person will be able to respond to inquiries immediately; at other times it will be necessary to confer with RI/FS project personnel and/or NAS Whiting Field administration before a response can be drafted. The contact person will be aware of the range of project information available to the public and can either mail the information (fact sheets or press releases) or direct interested parties to the Information Repository (Appendix C).

The advantages of having a single point of contact are: (1) there will be continuity in the public information program, (2) the contact will be in an excellent position to gauge public interest and detect changes in community needs and concerns, and (3) the mailing list of interested parties and key contacts (Appendix A) can be easily updated.

The point of contact for NAS Whiting Field is:

Ensign Mary Lewellyn
Public Affairs Office
NAS Whiting Field
Milton, FL 32750-5000
(904) 623-7651

4.7 INFORMATION REPOSITORY. Information repositories are used to provide citizens, local officials, and media representatives with a dependable, detailed, and up-to-date source of project/site data. Repositories allow the public a chance to educate themselves and to research areas of their own particular interest. The repository should be "advertised" by making frequent references to its existence and location during presentations, and in news releases and fact sheets.

The information repository should contain the following documents in addition to other supplemental information as determined by project managers:

- the Community Relations Plan,
- Remedial Investigation/Feasibility Study Workplan,
- Remedial Investigation Report,
- the Draft and Final Feasibility Study,
- Responsiveness Summary,
- Signed Record of Decision,
- Administrative Order on Consent/Consent Decree/Interagency Agreement, and
- Fact Sheets.

5.0 COMMUNITY RELATIONS ACTIVITIES AND SCHEDULE

The schedule of community relations activities, presented in Figure 5-1, is divided into two sections: (1) those required of Naval Air Station Whiting Field (as per EPA guidelines) and (2) those supplemental activities that would enhance the quality of community relations for Santa Rosa County residents. The meetings of the Technical Review Committee fall in between these two categories, as noted on the schedule. Appendix F contains guidelines for implementation of Selected Community Relations Activities for NAS Whiting Field.

5.1 CERCLA/SARA REQUIRED ACTIVITIES. As shown in Figure 5-1, the majority of the Required Community Relations Activities are scheduled either prior to initiation of the Remedial Investigation (RI), or following the submittal of the Feasibility Study (FS) report. The first required activities involve conducting community interviews, drafting and finalizing a Community Relations Plan, and establishing an Information Repository. The next series of required activities begin following the preparation of the FS report, which analyzes the remedial alternatives for the site. This series of activities is designed to notify the public of the availability of the FS report, involve them in the selection of the remedial action, and solicit information about their concerns for use in preparation of the Responsiveness Summary. The final required activity is a revision of the Community Relations Plan to reflect changes in community concerns.

5.2 SUPPLEMENTAL ACTIVITIES. The Community Relations Activities listed on the schedule as "optional" are generally informal, educationally oriented opportunities for one-on-one contact between citizens and site officials. These activities are initiated as soon as RI activities begin, and, for the most part, continue throughout the schedule of site-related activities.

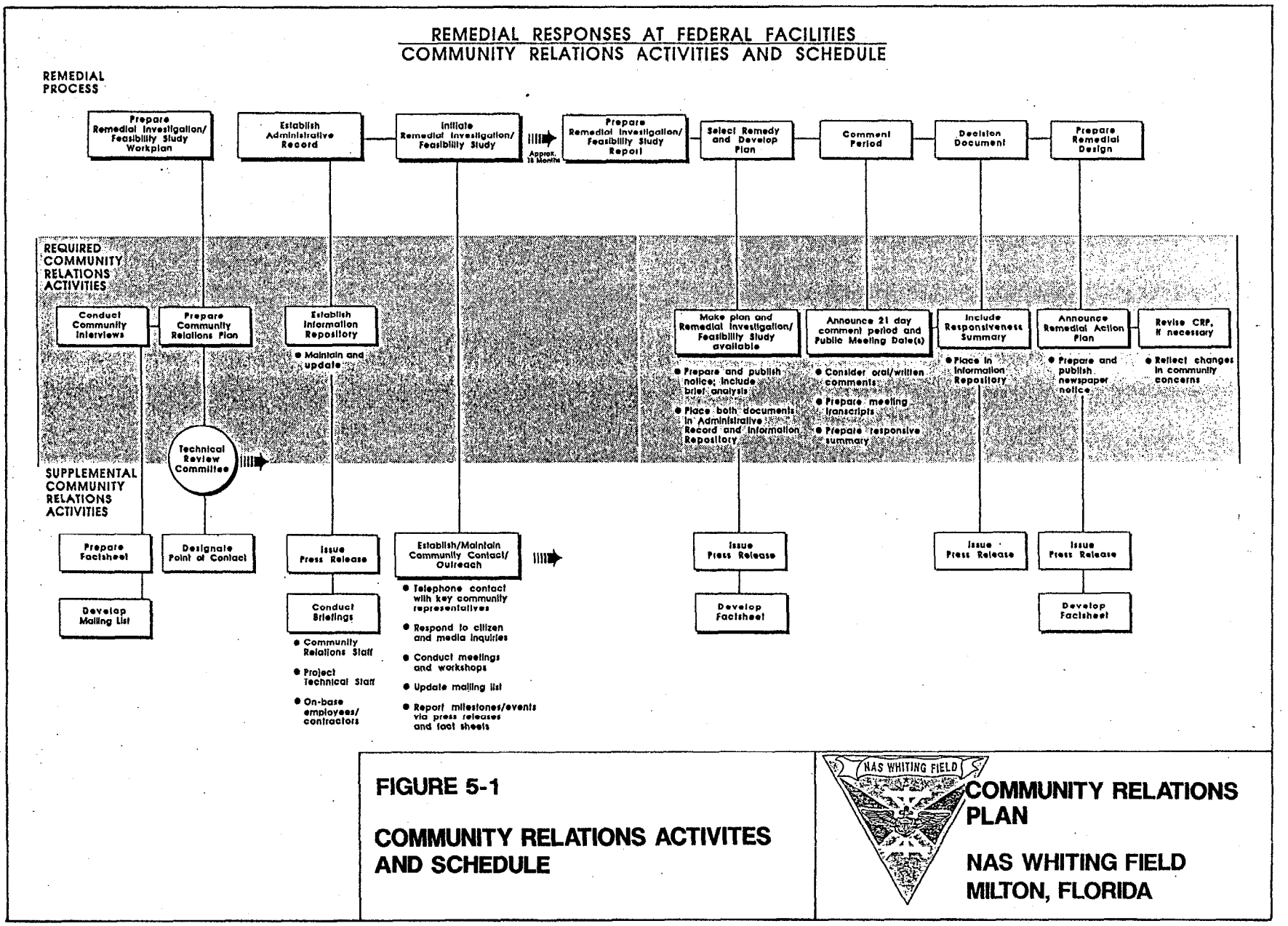


FIGURE 5-1

COMMUNITY RELATIONS ACTIVITES AND SCHEDULE

NAS WHITING FIELD

COMMUNITY RELATIONS PLAN

NAS WHITING FIELD
MILTON, FLORIDA

REFERENCES

Geraghty and Miller, Inc., 1986. Verification Study Assessment of Potential Ground-Water Pollution at Naval Air Station Whiting Field, Florida. Prepared for Naval Facilities Engineering Command, Southern Division.

Santa Rosa County Chamber of Commerce, 1989. Milton: The Canoe Capital of Florida.

U.S. Environmental Protection Agency, 1988. Community Relations in Superfund: A Handbook. Interim Version. EPA/540/G-88-002.

U.S. Navy, 1988. IRP is a Public Affair - Navy Public Affairs Policy. Conference handouts.

U.S. Navy, Naval Energy and Environmental Support Activity (NEESA), 1985. Initial Assessment Study of Naval Air Station Whiting Field, Milton, Florida.

APPENDIX A

INTERESTED PARTIES AND KEY CONTACTS

PROJECT CONTACTS

Central Point of Contact

Ensign Mary Lewellyn
Public Affairs Office
NAS Whiting Field
Milton, FL 32570-5000
(904) 623-7651

U.S. Navy

Commanding Officer
NAS Whiting Field
Milton, FL 32570-5000

Mr. Ted Campbell, Project Manager
Southern Division, Naval Facilities
Engineering Command
2155 Eagle Drive
P.O. Box 10068
Charleston, SC 29411-0068

Mr. Jim Holland
Environmental Engineer
Public Works Department
NAS Whiting Field
Milton, FL 32570

U.S. Environmental Protection Agency

Ms. Nancy Dean
Remedial Project Manager
USEPA
Region IV
345 Courtland Street
Atlanta, GA 30365

E.C. Jordan Co.

Mr. Tony Allen, Manager
Tallahassee Office
2571 Executive Center Circle, East
Suite 100, Howard Building
Tallahassee, FL 32301-5001

Mr. Jack Davis, Manager
Environmental Sciences Department
2571 Executive Center Circle, East
Suite 100, Howard Building
Tallahassee, FL 32301-5001

Ms. Anne Ginder, Community Relations
Specialist
261 Commercial Street
P.O. Box 7050
Portland, ME 04112

Florida Department of Environmental Regulation

Mr. Eric S. Nuzie
FDER
Twin Towers Office Building
2600 Blair Stone Road
Tallahassee, FL 32399-2400

FEDERAL ELECTED OFFICIALS

The Honorable Connie Mack
United States Senator
Federal Building
Lakeland, FL 33801

The Honorable Bob Graham
United States Senator
51 S.W. 1st Avenue, Suite 817
Miami, FL 33130

The Honorable Earl Hutto
United States House of Representatives
P.O. Box 17689
Pensacola, FL 32522

STATE ELECTED OFFICIALS

The Honorable Bob Martinez
Governor of Florida
The Capitol
Tallahassee, FL 32399-0001

The Honorable Pat Thomas
Florida Senate
222 Senate Office Building
Tallahassee, FL 32301

The Honorable Bolley Johnson
Florida House of Representatives
208 Berryhill Road
Milton, FL 32570

SANTA ROSA COUNTY OFFICIALS

Mr. Billy Lee
Chairman, Santa Rosa County Commission
801 Caroline Street, S.E.
Milton, FL 32570

Mr. Tom Roache
County Civil Defense Department
1025 Old Bagdad Highway
Milton, FL 32570

Mr. Bob Arn
County Zoning and Planning Department
1099 Old Bagdad Highway
Milton, FL 32570

Dr. Bert Sutton
County Health Department
503 N. Stewart Street
Milton, FL 32570

Mr. Bill Sirmans
County Health Department
503 N. Steward Street
Milton, FL 32570

Mr. Richard Sorenson and
Ms. Nancy Drake
County Industrial Development
Authority
1099 Old Bagdad Highway
Milton, FL 32570

CITY OF MILTON OFFICIALS

The Honorable Clyde Gracey
Mayor of Milton
P.O. Box 909
Milton, FL 32572

Mr. Russ Harber
Milton City Manager
P.O. Box 909
Milton, FL 32572

NAS WHITING FIELD TECHNICAL REVIEW COMMITTEE

Commanding Officer
NAS Whiting Field
Milton, FL 32570-5000
(904) 623-7121 (A/V 868-7121)

Mr. Jim Holland
Environmental Engineer
Public Works Department
NAS Whiting Field
Milton, FL 32570

Mr. Ted Campbell
Southern Division
Naval Facilities Engineering Command
2155 Eagle Drive
P.O. Box 10068
Charleston, SC 29411-0068

Ms. Nancy Dean
Remedial Project Manager
U.S. Environmental Protection
Agency, Region IV
345 Courtland Street
Atlanta, GA 30365

Mr. Eric S. Nuzie
Florida Department of
Environmental Regulation
Twin Towers Office Building
2600 Blair Stone Road
Tallahassee, FL 32399-2400

Mr. Billy Lee
Santa Rosa County Commission
801 Caroline Street, S.E.
Room 107
Milton, FL 32570

Mr. Alton C. Harris
820 College Drive
Milton, FL 32570

FEDERAL, STATE, AND LOCAL AGENCIES

Mr. Bob Kriegal
Florida Department of Environmental
Regulation
160 Governmental Center
Pensacola, FL 32501

Ms. Pamela Murfey
Director, Blackwater River State Park
Route 1, Box 57-C
Holt, FL 32564

Mrs. Vicki G. Miller
Department of Agriculture and
Consumer Services
3300 N. Pace Boulevard
Pensacola, FL 32505

LOCAL MEDIA REPRESENTATIVES

NAME AND ADDRESS	POINT OF CONTACT	TELEPHONE
Newspapers and Print Media		
Pensacola News Journal #1 News Journal Plaza Pensacola, FL 32501	Joe Gaston	(904) 433-0041
The Whiting Tower Public Affairs NAS Whiting Field Milton, FL 32570	Ensign Mary Lewellyn	(904) 623-7651
The Santa Rosa *Free Press and Press Gazette* P.O. Box 607 Milton, FL 32570	Richard Barrett Kathleen Passmore	(904) 623-3616 (904) 623-2968
Television Stations		
WEAR TV-3 (ABC) P.O. Box 12278 Pensacola, FL 32581	Mark Curtiss Bob Henderson (Milton) Tom Wahl	(904) 455-7311/455-7318 (904) 623-0406
Radio Stations		
WCKC AM 1490 703 Berryhill Street Milton, FL 32570	Millard Adams (local news six times daily)	(904) 623-4691
WEBY 1330 AM 133 Ward Basin Road Milton, FL 32570		(904) 623-1330
WXBM FM 102 1687 Quintet Road Milton, FL 32570	Bill Baker (local news twice a morning only)	(904) 994-5357

COMMUNITY ORGANIZATIONS, GROUPS, AND EMPLOYERS

Mr. Dick Potter
President, Chamber of Commerce
P.O. Box 3654
Milton, FL 32572
(904) 623-2339/623-3833

Mrs. Irene Weaver and
Mr. Shawn Brantley
County Board of Realtors
P.O. Box 803
Milton, FL 32570
(904) 994-7744

Mr. Ed Duben
Ford Aerospace, Inc. (Civilian
contractor at NAS Whiting Field)
NAS Whiting Field
Milton, FL 32570
(904) 623-7277

Mr. Gene Osmondson
Milton Clean Community System
559 Tuttle Drive
Milton, FL 32570
(904) 623-0898

Ms. Pat D'Asaro
President, Santa Rosa Historical
Society
Bagdad, FL 32530
(904) 623-8493

Ms. Tammy Cox and Mr. Jeff Massey
DynCorp (Civilian contractor at
NAS Whiting Field)
P.O. Box 3634
Milton, FL 32572
(904) 626-1863

INDIVIDUALS

A mailing list of local individuals is being kept on file at NAS Whiting Field Public Affairs Office. The mailing list can be obtained by calling NAS Whiting Field Public Affairs Office at (904) 623-7651.

APPENDIX B

SUGGESTED MEETING LOCATIONS

SUGGESTED MEETING LOCATIONS

1. Santa Rosa County Auditorium (904) 623-1569
   1099 Old Bagdad Highway
   Milton, FL

   Hours by arrangement

2. Milton High School (904) 623-0341
   109 Stewart Street, N.W.
   Milton, FL

   Hours by arrangement: through Superintendent, Mr. Lynn

APPENDIX C

LOCATION OF INFORMATION REPOSITORY

INFORMATION REPOSITORY LOCATION

Milton Public Library
805 Alabama Street
Milton, FL

(904) 623-5565

Hours: Tuesday - Thursday; 10:00 a.m. - 8:00 p.m.
Friday and Saturday; 10:00 a.m. - 5:00 p.m.

APPENDIX D

SAMPLE INTERVIEW QUESTIONNAIRE

COMMUNITY INTERVIEW QUESTIONNAIRE

NAS Whiting Field
Milton, Florida

Date: _____
Time: _____

Name: _____ Position: _____

Address: _____

_____

Mailing address, if different: _____

_____

Telephone: (day) _____ (evening) _____

- Your participation in the interview process will help us develop a Community Relations Plan which is tailored to address the needs and expectations of the Santa Rosa County Community.
- Once the results of the interviews are compiled and summarized, this tip sheet of information will be detached and discarded.
- At no time will you comments or opinions be discussed with persons who are not involved in writing the Community Relations Plan, nor will they be attributed to you verbally or in writing.

COMMUNITY INTERVIEW QUESTIONNAIRE

NAS Whiting Field
Milton, Florida

Attitudes/Concerns

1) When did you first learn of the environmental investigations and activities underway at NAS Whiting Field?

   How?

2) What do you think about it?

3) Does the need for environmental investigations at NAS Whiting Field raise any concerns for you? (If more than one, rank them).

4) Are there groups in the area that you believe will share these concerns?

5) How sensitive is the Santa Rosa Community to environmental concerns?

6) How would you characterize the interaction between NAS Whiting Field and the Santa Rosa/Milton Community?

7) Are you confident that NAS Whiting Field conducts its operations in an environmentally safe manner?

Information Needs

8) At this point in time, if you had a question or concern about NAS Whiting Field environmental investigations, who would you contact?

9) What type of project information would you like NAS Whiting Field to make available to the community?

_____ General Updates
_____ Detailed Technical Reports
_____ Other

10) What methods for disseminating this information would be best?

____ Presentations to local civic/interest groups

(name) _____

____ TV _____

____ Radio _____

____ Newspaper _____

____ Mailing (desire to be included?) Yes ____ No ____

11) How often should the information be made available?

____ Month
____ Quarterly
____ Semi-annually
____ As required to disseminate note worthy information/events

12) Does any person or group come to mind whom you would suggest we interview?

APPENDIX E

SAMPLE FACT SHEET AND NEWS RELEASE

ENVIRONMENTAL INVESTIGATIONS AT NAS WHITING FIELD

PURPOSE OF INVESTIGATIONS

The Department of the Navy is conducting a Remedial Investigation (RI) and Feasibility Study (FS) of 18 former waste disposal sites at NAS Whiting Field. During an RI/FS, conditions at the sites are studied, the problems, if any, are defined, and alternative methods of cleaning up the areas are evaluated.

SITE BACKGROUND

Whiting Field, due to the very nature of its primary mission, has long been engaged in a wide variety of operations - many of which involved the use, handling, storage, and disposal of hazardous materials. Current improvements in technology and today's more complete understanding of the long-term effects of these materials has prompted the Navy to investigate sites where the potential for environmental contamination exists.

Currently, NAS Whiting Field is not one of the Environmental Protection Agency's (EPAs) National Priority List (NPL) or "Superfund" sites. However, all site investigations are being conducted in accordance with EPA and Florida guidelines.

SUSPECTED CONTAMINANTS

The suspected sources of contamination at the Whiting Field sites are paints, solvents, degreasers, waste oils, and leaded fuel. These materials came into contact with the environment through: Leaks in storage tanks and piping; spills which occurred during fueling and defueling operations; burning of waste liquids during fire fighter training exercises; disposal of waste products in landfills, pits, and ditches; and burial of sludges removed during tank cleaning operations.

PREVIOUS INVESTIGATIONS

Two phases of investigative studies at NAS Whiting Field have already been completed. The Preliminary Assessment identified 18 potential sites, and the Site Inspection collected preliminary field data on the sites. Both studies supplied essential information to the RI/FS planning process. Sampling of on-base supply wells, conducted during the Site Inspection, revealed that two of the three active wells contained small amounts of solvent and fuel related compounds. Two compounds were found at levels above the drinking water standards, or Maximum Concentration Levels (MCL), set by the state. Installation of a filter system has returned water quality at one well to within MCL standards; a filter system for the second well is in the design stage. One of the goals of the RI/FS at Whiting Field is to identify and cleanup the source areas which are contributing contaminants to these wells.

FACT SHEET 1

CURRENT STUDY

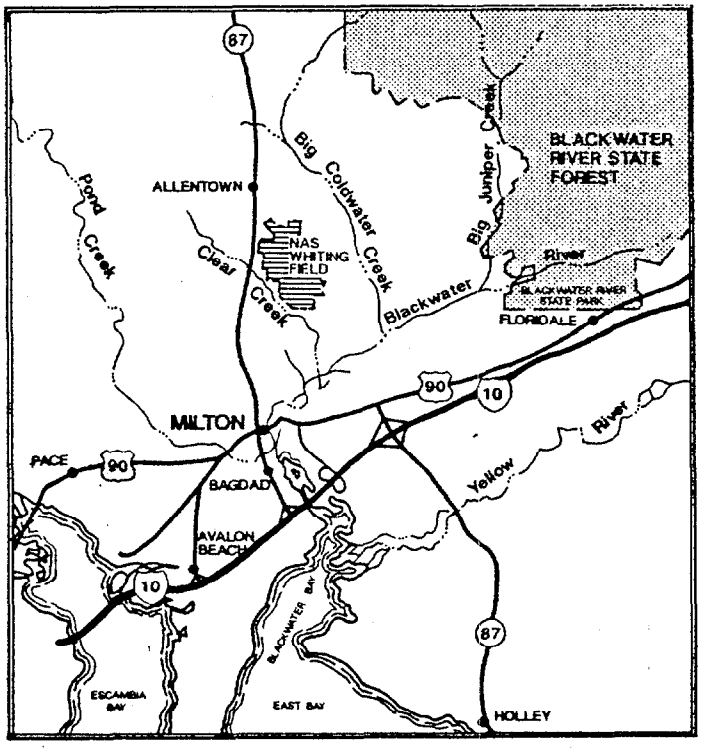
During upcoming RI program, environmental samples will be taken to characterize site conditions. The groundwater, surface water, surface sediment, and soil samples will be analyzed and compiled in a database which will be used to evaluate cleanup (remedial) alternatives during the FS. These activities will be directed, on behalf of NAS Whiting Field, by the Southern Division of the Naval Facilities Engineering Command. An environmental engineering firm, E.C. Jordan, has been contracted to perform the RI/FS.

COMMUNITY INVOLVEMENT

A community relations plan (CRP) will be developed and followed throughout the environmental response activities at NAS Whiting Field. In order to ensure that the needs and concerns of the Santa Rosa County community are addressed by the CRP, interviews with local officials and citizens will be conducted. The CRP will identify activities to keep the community informed of project activity and progress as well as describe opportunities for community involvement in the decision making process. A Technical Review Committee (TRC) was recently formed at NAS Whiting Field and is an example of the type of activity which will involve representatives of the Santa Rosa County community in the RI/FS process. Details of the CRP and other project information are available for public review at the Information Repository from the Public Affairs Office at NAS Whiting Field.

FOR MORE INFORMATION

Write or call:
Ensign Mary Lewellyn
Public Affairs Office
NAS Whiting Field
Milton, FL 32570-5000
(904) 623-7651



SITE MAP

NAS WF 5720/3 (REV. 11-76)

News Release

NAS WHITING FIELD
MILTON, FLORIDA, 32570

PUBLIC AFFAIRS OFFICE
623-7651

FOR IMMEDIATE RELEASE

April 5, 1989

POC: ENSIGN ERICA A. SMITH, 623-7651

Release No. 01-89

TRC FORMED AT NAS WHITING FIELD

A Technical Review Committee was recently formed at Naval Air Station Whiting Field for the purpose of involving the Santa Rosa County community and state and federal regulatory agencies in environmental response activities. Committee members met for the first time on Wednesday, April 5, 1989. Members of the committee include: Capt. Paul Pedisich, Commanding Officer, NAS Whiting Field; Cindy Black, Environmental Engineer, NAS Whiting Field; Ted Campbell, Engineer-in-Charge, Southern Division, Naval Facilities Engineering Command; Billy Lee, Chairman, Santa Rosa County Commission; Alton Harris, community representative; Eric Nuzie, Florida Department of Environmental Regulation; and Nancy Dean, United States Environmental Protection Agency.

Whiting Field will conduct studies into the presence of environmental contamination on base property, which is the result of formerly used waste handling and disposal procedures.

The Technical Review Committee will meet periodically to review and provide comments on reports and activities which are proposed by the Navy.

APPENDIX F

GUIDELINES FOR IMPLEMENTATION OF SELECTED COMMUNITY RELATIONS ACTIVITIES

DESCRIPTION OF SELECTED COMMUNITY RELATIONS ACTIVITIES

I COMMUNICATION

Communication of Milestone Events. Milestone events will be communicated to elected officials and key community representatives through the Technical Review Committee or personal contact, prior to media release. This effort will serve to reinforce communication between NAS Whiting Field and the public. In this way, officials and representatives will be better able to interact with constituent groups when news articles are published.

II OUTREACH ACTIVITIES/PRESENTATIONS

Goals. This section describes a wide variety of outreach activities that require correspondingly diverse styles of presentation. When choosing the appropriate presentation or other outreach activity, it is important, whenever possible, to aim for activities that target:

- Small groups
- Informal settings
- Two-way communication

Following this line of reasoning, it is easy to deduce that home/neighborhood visits are highly rated in that they are small, informal, and foster two-way communication. Formal public hearings are rated much lower in effectiveness as they tend to be larger, more formal, and are usually held in a environment that precludes much two-way interaction.

Guidelines. Some guidelines to consider and review when planning presentations and outreach activities are listed below.

- Allow opportunities for input to agenda.

- Design support graphics and handouts that capture and hold audience's attention, but do not distract from the speaker. Examples include fact sheets, schedules, sampling results, project summaries, and diagrammatic interpretations of site technicalities.

- Announce meetings that will be open to the public in the media at least 2 weeks ahead of time. Arrange for subsequent announcements closer to the meeting date. Consider mailing invitations to those officials and citizens with expressed interests that will be addressed.

- Do not use these efforts to lobby for support; support is most often the result of a candid exchange of ideas and information.

- Avoid scheduling presentations longer than 30 minutes; remember to factor in time for question and answer sessions.

- Research proposed meeting date to avoid conflict with other community activities, special events, or holidays.

- Choose locations for gatherings that are easily accessed, geographically and physically (for handicapped persons).

- Approach community organizations to sponsor project-related presentations as part of their regularly scheduled meetings.

- Distribute questionnaires to gain insight into audience attitudes and each presentation's effectiveness.

Speaker Program for Presentations. NAS Whiting Field will continue its ongoing program of sending representatives and speakers to meetings, workshops, and conferences sponsored by community organizations such as clubs, interest groups, associations, civic groups, and schools. Presentations will be conducted not only in response to requests, but will also be initiated by NAS Whiting Field to address the changing requirements of the public's information needs. The size of these gatherings can be highly variable, and would only be an issue of concern if controversy over site activities/developments had developed. If this were the case, the recommended response would be to hold either smaller meetings or more formal meetings; large unstructured meetings are not recommended for an emotionally charged audience.

Fact sheets, graphics, and portable exhibits will be available to enhance comprehension of technical concepts, test results, and project schedules. A workshop might be a viable alternative to consider if it is necessary to cover a large volume of technical information.

Public Hearings. Public hearings are generally sponsored and organized by state or federal regulatory agencies, and are most often held in conjunction with the release of the draft Feasibility Study, or during remedial design. Disorderly or confrontational public hearings can develop if there is a high level of citizen concern that has not been previously addressed. The more frequent the citizen contact prior to public hearings the less likely the chance that confrontations will develop.

Workshops and Seminars. Workshops and seminars require a specialized presentation format, and are used primarily when there is a large volume of technical information to disseminate. Seminars can also be designed specifically for the media.

Workshops and seminars require a great deal of preparation time because they are tailored to address the information needs of a specific group. To ensure that there is attendance to justify the effort involved, invitations will be issued (through the mail or by public announcement), and registration required. In addition, there will be a group size limitation so opportunities for two-way communication and feedback are not hampered. If interest is high, a second session could be conducted.

News Conferences. News conferences are an effective means to disseminate information about significant site findings to large numbers of the general public. A news conference would provide an opportunity to showcase NAS Whiting Field responsiveness and knowledge of the site, and would create a forum to respond to questions and support positive media relations. These advantages need to be weighed against the potentially negative effects of holding a news conference, which are (1) the high degree of attention focused on the site/situation might cause unnecessary local concern and (2) statements and comments made could be taken out of context or misinterpreted by the media and create an erroneous impression. Simultaneous distribution of a news release helps ensure that facts are presented accurately.

Exhibits. Exhibits are a creative method to stimulate interest and understanding. Exhibits have visual impact and leave a lasting impression. Viewers are generally more willing to spend time understanding the material displayed in an exhibit than the information described in a fact sheet or news release.

Because exhibits can be used for a broad range of educational applications, identification of the target audience is of utmost importance. Exhibit siting can be the single most obvious audience determinant, and needs to be developed to fit the special needs of the public at schools, libraries, shopping centers, town halls, public meetings/hearings, and open houses. A series of exhibits could be rotated through these facilities; accompanying media announcements and published schedules would attract repeat viewers who would see each exhibit as part of the whole site story. Displays could use any or all of the following techniques to develop interest and promote understanding:

- photos - historical, site activities
- maps - reference, scale
- charts - test results, schedules
- diagrams - geologic cross sections, technical processes
- illustrations and "cartoons" - groundwater concepts, well installations
- text - will be used sparingly, let the other techniques do most of the communicating

The displays will be carefully designed and executed. Distribution of summary handouts or fact sheets will also be considered. All text will be edited for clarity, uniformity, and style.

The primary drawback of this communication technique is that unattended displays amount to a form of one-way communication. This limitation can be partially alleviated by supplying mail back questionnaires for comments and inquiries.

Site Tours. The Whiting Field Public Affairs Officer and project personnel could guide small groups of media representatives, local officials, and citizens to see site activities first-hand. It is an effective way to demystify the environmen-

tal response actions underway. Tour leaders will need to try to anticipate visitor questions, have fact sheets prepared as necessary, and have addressed safety considerations well in advance.

III WRITTEN MATERIAL

News Releases. News releases are statements released to the news media, and are an effective, inexpensive technique to quickly disseminate information to large numbers of the population. News releases are generally timed (1) to coincide with the occurrence of milestones in the response program, (2) to report the results of public hearings or meetings, and/or (3) to accompany news conferences. They will not be used as a stand-alone document to transmit sensitive material.

Steps will be taken to ensure that information disseminated through the press release is accurate, factual, and as candid as possible, so as not appear one-sided and self-serving. Press release content and format will be attractive and ready for use "as is."

Some ground rules to keep in mind when using and preparing news releases are:

- when possible, send copies of the release to local officials before the release is issued to the press,
- put information into context with appropriate background information.
- be aware of attention span considerations, i.e., be concise and favor several short statements over longer comprehensive ones,
- distinguish fact from opinion and save opinion for debates and editorials, and
- avoid jargon.

Fact Sheets. Fact sheets are an exceptionally good method for presenting technical information to the public, and are generally used when there is a sizable amount of new information available. While they can be used as mailings, they are most commonly distributed at presentations. When used at meetings, fact sheets relieve the audience of the necessity of taking notes, and make it possible for them to direct their attention to the speaker's presentation.

Fact sheets picked up at meetings are often shared with persons who are not in attendance, which makes it of utmost importance that the information be able to "stand alone" without the benefit of an explanation from the on-site expert. The inclusion of a contact's name and telephone number for follow-up purposes would help alleviate much of this concern.

Additional considerations to be taken into account when composing fact sheets are:

- avoid project related jargon and highly technical language,

- present information concisely, and
- ensure creative, professional fact sheet that will attract and hold the audience's attention, and convey a sense of importance.

IV MEDIA

Maintaining Regular Media Contact. NAS Whiting Field seems to enjoy a good working relationship with the press and a reputation for being available and responsive. It is vitally important to have satisfactory communication systems in place and functioning in advance of crisis situations, which could develop if sensitive health and environmental considerations arise. The media will be accessed frequently when things are going well, not just when a problem develops.

Media Training Session. The majority of what the affected public will know about the Installation Restoration program at NAS Whiting Field will be through the news media. Because most impacted citizens will never attend a meeting or visit an information repository, it is vitally important that the media be well informed. For a large segment of the population, the news media is the only project information link.

The press is required to cover a large facility (with numerous sites) and some complex technical issues. A media training session and Whiting Field site tour could be conducted to promote accurate reporting and the general understanding of project related technical material. Workshops would provide attendees with the opportunity to:

- become familiar with key technical terms and concepts,
- have background information presented more dynamically than is possible through fact sheets or other written material, and
- participate in one-on-one exchanges with project personnel and technical experts.